



THREE CROWNS LLP

ROLE PROFILE: IT SERVICE DESK MANAGER / IT MANAGER

LOCATION: PARIS OR WASHINGTON, DC

Three Crowns overview

Three Crowns LLP is a law firm that was founded in 2014 by specialist international arbitration advocates in the belief that international disputes call for focused advice and advocacy. The firm engages primarily in complex, high-value disputes, and counts among its clients many industry leaders and sovereign States. The firm has grown significantly in each of its offices – London, Madrid, Paris, Singapore, and Washington DC – and now comprises over 160 people, including 18 partners. Across jurisdictions, it is regarded as a market leader.

The role

The IT Service Desk Manager reports to the Senior IT Manager based in London. This role involves regular interaction with many of the firm's partners, requiring comfort and ease in such an environment.

Primarily a day-to-day hands-on support role which includes management oversight and responsibility, the ideal candidate will have experience in a law firm environment, excellent communication skills, the ability to work under pressure while being approachable, and able to inspire confidence. The candidate ideally has experience in an ITIL-based support environment, supervising or leading service desk staff, and can analyse and resolve problems methodically and logically. The service desk function operates a 'follow-the-sun' model supporting customers across all regions.

Work hours are typically from 09:00 to 17:30. However, due to the international nature of the firm, flexibility is required to accommodate projects and Service Desk operations, including occasional international travel.

Responsibilities

- Day-to-day accountability for local IT support and ensuring excellent service delivery firmwide.
- Maintaining staff scheduling to ensure IT support continuity is aligned.
- Acting as the first point of escalation of problems raised by the team and customer related issues.



- Delivering end-to-end support in accordance with IT service management procedures.
- Working with the Senior IT Manager to act as a communication's co-lead, responsible for service-related communications.
- Identifying improvement opportunities and work with line management to implement programs that enhance Service Desk operations, customer satisfaction, and overall usage of the firm's technology products and services.
- Monitoring queues, calls, and interactions of the Service Desk, and escalations to ensure that all interactions and escalations meet established criteria.
- Proactively learning and training other staff members on new products and services.
- Ensuring that IT asset inventories are maintained, and records are kept up to date.
- Supervise the production and maintenance of technical documentation and articles for the knowledge base.
- Performing technical L1 and L2 support functions via phone, remote connection, and deskside visits, as required.

Skills and knowledge

- A minimum of three years of experience within legal IT with at least one year of people management experience.
- Experience in incident, request, major incident, and problem management.
- Experience working within an ITSM tool, with reporting and monitoring skills.
- Experience with leading small improvement projects/initiatives.
- Solid technical knowledge of Windows 10, Teams, Active Directory / Azure AD, Exchange, Intune and Microsoft Office 365 suite.
- Knowledge of remote working technologies.
- Technical knowledge and support of video conferencing systems.
- Configuration, and diagnostics of a laptop, mobile device or tablet - familiarity with Lenovo and apple ecosystem is advantageous.
- Experience with legal industry applications – iManage, BigHand, Aderant, Intapp, Workshare, InterAction, and Template Management systems.

Personal Qualities

- Demonstrate strong customer service skills with the ability to empathise with customers, and to resolve conflicts.
- Self-starter and pro-active working practices.
- Excellent written and oral communication skills.



- Effective prioritisation skills with the ability to manage multiple high priority initiatives in a fast paced, highly technical environment.
- Excellent analytical skills.
- Successfully perform the administrative responsibilities of this position.